

# TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

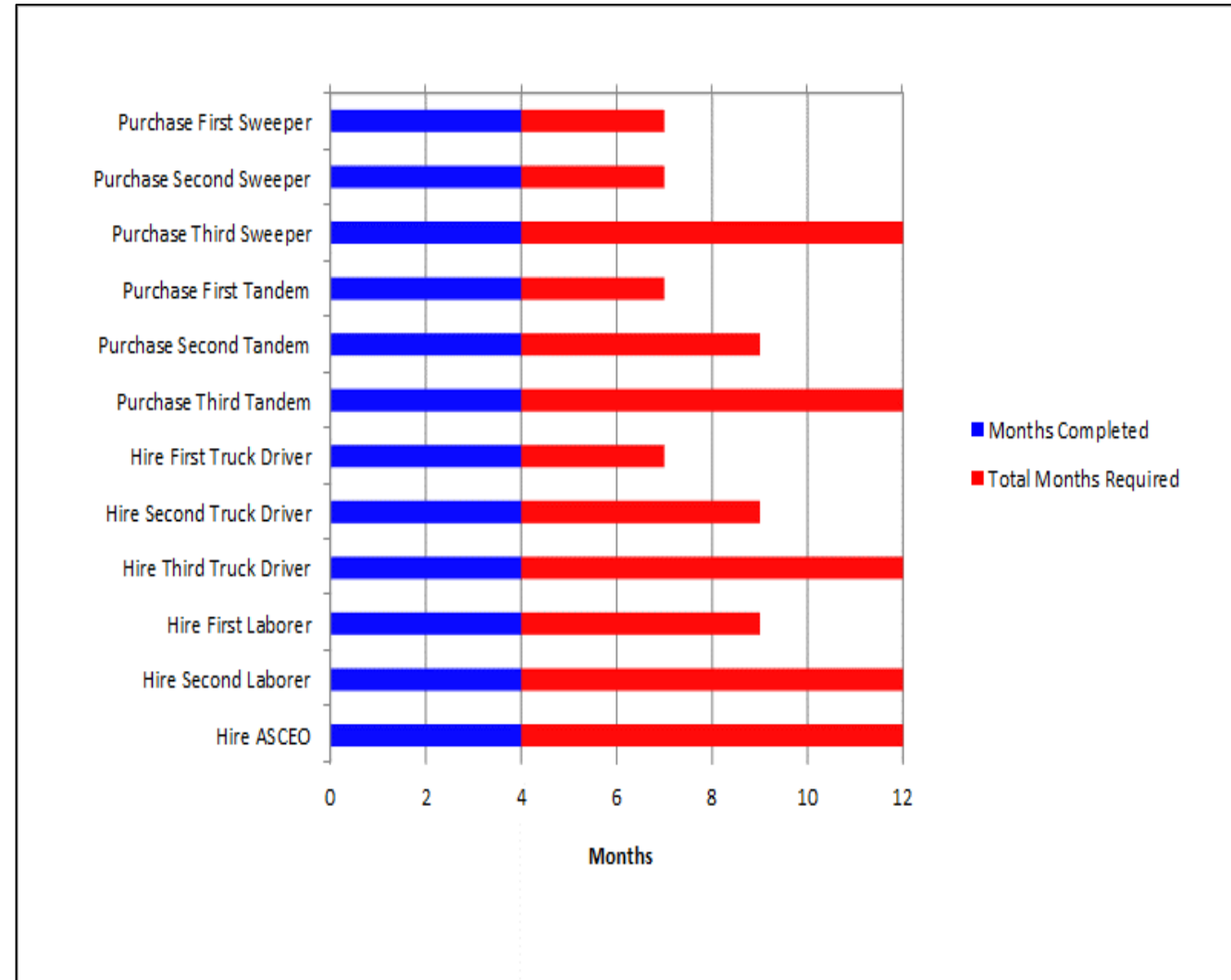
Rapid deployment of resources

Relentless follow-up and assessment

Street Sweeper Daily Tracking (July 2016)			
	Days Swept	Average Miles Swept/Day	Total Miles Swept
Street Sweeper #02550	1	3.6	3.6
Street Sweeper #02551	19	10.7	203.1
Street Sweeper #02552	8	11.5	92.1
Street Sweeper #02553	9	12.5	112.9
<b>Grand Total</b>	<b>37</b>	<b>38.3</b>	<b>411.7</b>

Street Sweeper Daily Tracking (August 2016)			
	Days Swept	Average Miles Swept/Day	Total Miles Swept
Street Sweeper #02550	13	7.8	100.8
Street Sweeper #02551	7	7.5	52.6
Street Sweeper #02552	16	10.8	172.1
Street Sweeper #02553	15	13.5	202.5
<b>Grand Total</b>	<b>51</b>	<b>39.5</b>	<b>528.0</b>

Street Sweeper Daily Tracking (September 2016)			
	Days Swept	Average Miles Swept/Day	Total Miles Swept
Street Sweeper #02550	5	8.4	41.8
Street Sweeper #02551	0	0.0	0
Street Sweeper #02552	2	10.6	21.2
Street Sweeper #02553	2	9.8	19.5
<b>Grand Total</b>	<b>9</b>	<b>28.7</b>	<b>82.5</b>



## Street Sweeping & Cleaning

Safer Streets

Growing Economy

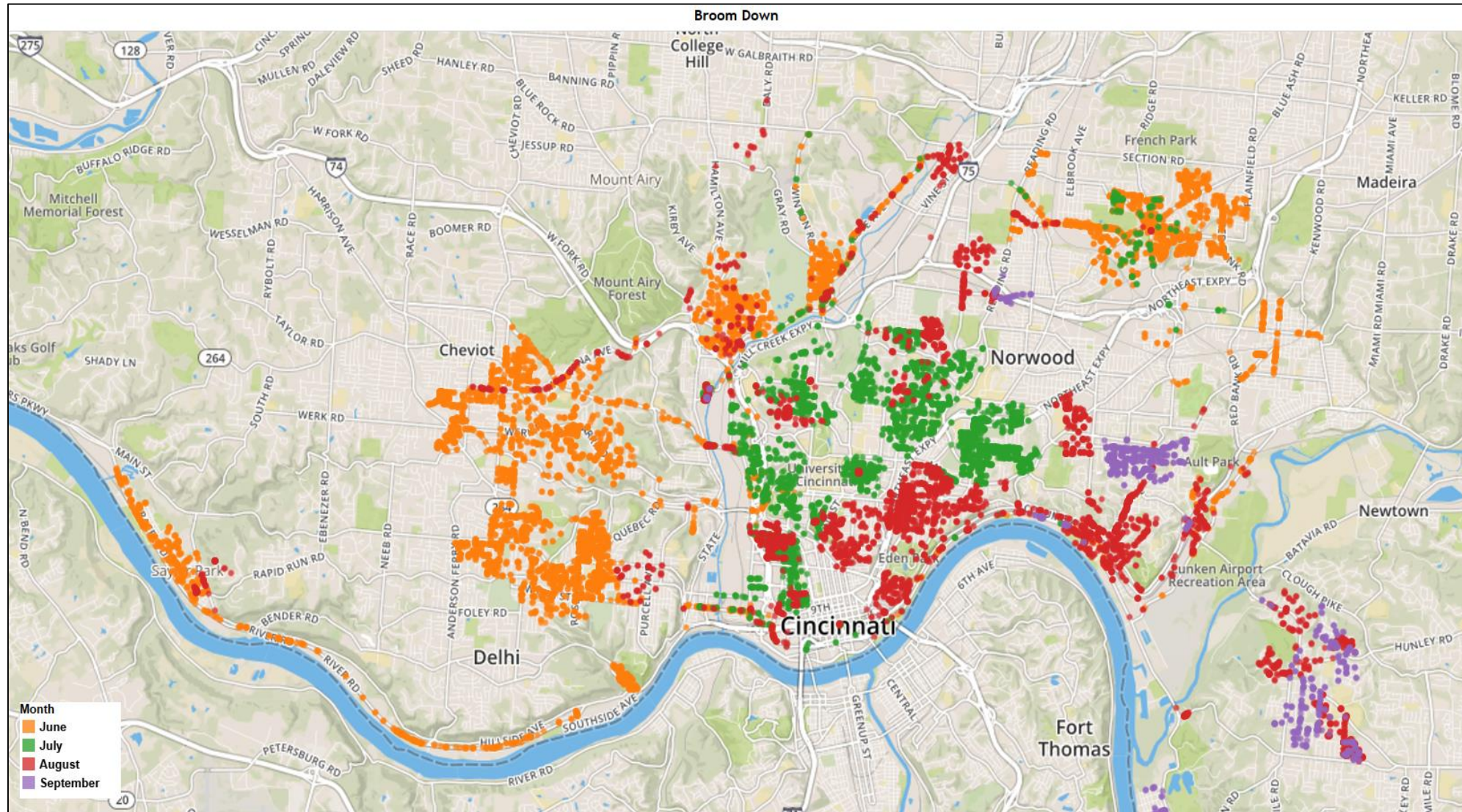
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## Street Sweeping & Cleaning

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2016 GREENSPACE PLAN (after)							
Begin Date	2016 East Greenspace Locations	2016 West Greenspace Locations	Total Hours/WK	Current Capacity	Difference	Difference/Day	# Workers Needed
March 7, 2016	Madisonville, Oakley	Queensgate, West End	769.82	510	(259.82)	(43.30)	(7)
March 14, 2016	Clifton, <b>Columbia Pkwy</b>	West Price Hill, Westwood	359.31	510	150.69	25.12	4
March 21, 2016	East Walnut Hills, Evanston, Linwood	<b>Beechmont Levee</b> , Columbia-Tusculum, East End	2239.2	510	(1729.20)	(288.20)	(48)
March 28, 2016	California, Mt. Washington	Northside, Spring Grove Village	192.2	510	317.80	52.97	9
April 4, 2016	Hyde Park, Mt. Adams, Mt. Lookout, Walnut Hills	Camp Washington, Lower Price Hill, Sedamsville	1053.39	510	(543.39)	(90.57)	(15)
April 11, 2016	Corryville, CUF, The Heights	Cumminsville, East Westwood, Millvale	217.76	510	292.24	48.71	8
April 18, 2016	Mt. Auburn	North Fairmont, South Fairmont	321.51	510	188.49	31.42	5
April 25, 2016	Bond Hill, Paddock Hills, Roselawn	<b>Norwood Lateral</b>	220.38	510	289.62	48.27	8
May 2, 2016	Avondale, North Avondale	Carthage, Hartwell, Winton Hills	441	510	69.00	11.50	2
May 9, 2016	CBD, OTR, Pendleton	East Price Hill	246.49	510	263.51	43.92	7
May 16, 2016	<b>Special Projects</b>	College Hill, Mt. Airy	79.14	510	430.86	71.81	12
May 23, 2016	<b>Major Projects</b>	<b>Columbia Pkwy</b>		510			
May 30, 2016	Mt. Adams, Walnut Hills	East Westwood, Millvale, Cumminsville	417.04	510	92.96	15.49	3
June 6, 2016	Riverside, Sayler Park	West Price Hill, Westwood	1359.44	510	(849.44)	(141.57)	(24)
June 13, 2016	Kennedy Heights, Pleasant Ridge	Northside, Spring Grove Village	140.33	510	369.67	61.61	10
June 20, 2016	<b>Norwood Lateral</b>	Camp Washington, Lower Price Hill, Sedamsville	384.29	510	125.71	20.95	3
June 27, 2016	<b>Major Projects</b>	<b>Major Projects</b>		510			
July 4, 2016	CBD, OTR, Pendleton	Queensgate, West End	334.62	510	175.38	29.23	5
July 11, 2016	Avondale, North Avondale	Carthage, Hartwell, Winton Hills, Northside	545.61	510	(35.61)	(5.94)	(1)
July 18, 2016	Corryville, CUF, The Heights	North Fairmont, South Fairmont, 1/2 Riverside	639.02	510	(129.02)	(21.50)	(4)
July 25, 2016	Clifton, 1/2 Linwood	College Hill, Mt. Airy	530.46	510	(20.46)	(3.41)	(1)



## Greenspace and Neighborhood Cleaning

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2016 GREENSPACE PLAN (after)							
Begin Date	2016 East Greenspace Locations	2016 West Greenspace Locations	Total Hours/WK	Current Capacity	Difference	Difference/Day	# Workers Needed
August 1, 2016	Mt. Auburn, E. Walnut Hills, Mt. Adams	East Price Hill	679.72	510	(169.72)	(28.29)	(5)
August 8, 2016	Evanston, 1/2 Linwood, Kennedy Heights, Pleasant Ridge	1/4 Riverside	669.9	510	(159.90)	(26.65)	(4)
August 15, 2016	Columbia Tusculum, Beechmont Levee		606.58	510	(96.58)	(16.10)	(3)
August 22, 2016	California, Mt. Washington, Bond Hill, Paddock Hills, Col. Parkway	1/4 Riverside, Winton Hills	619.31	510	(109.31)	(18.22)	(3)
August 29, 2016	Mt. Lookout, Hyde Park, Oakley	Sedamsville	571.07	510	(61.07)	(10.18)	(2)
September 5, 2016	<b>Major Projects</b>	<b>Major Projects</b>		510			
September 12, 2016	<b>Major Projects</b>	North Fairmont, South Fairmont, Sayler Park	564.07	510	(54.07)	(9.01)	(2)
September 19, 2016	Roselawn, Madisonville	Spring Grove Village	456.99	510	53.01	8.84	1
September 26, 2016	Avondale, North Avondale, Hyde Park, East Walnut Hills	Carthage, Hartwell	536.78	510	(26.78)	(4.46)	(1)
October 3, 2016	Kennedy Heights, Pleasant Ridge, East End	Norwood Lateral, East Price Hill	604.43	510	(94.43)	(15.74)	(3)
October 10, 2016	CBD, OTR, Pendleton, 1/2 Columbia Tusculum	Queensgate, West End, Lower Price Hill	658.72	510	(148.72)	(24.79)	(4)
October 17, 2016	California, Mt. Washington, 1/2 Linwood	College Hill, Mt. Airy, West End	682.7	510	(172.70)	(28.78)	(5)
October 24, 2016	Madisonville, Oakley	W. Price Hill	703.4	510	(193.40)	(32.23)	(5)
October 31, 2016	Mt. Auburn, 1/2 East End, Evanston	Westwood, So. Cumminsville, E. Westwood, Millvale, Mt. Airy	633.19	510	(123.19)	(20.53)	(3)
November 7, 2016		Riverside, Sayler Park	626.09	510	(116.09)	(19.35)	(3)
November 14, 2016	1/2 Linwood	Camp Washington, Sedamsville	652.94	510	(142.94)	(23.82)	(4)
November 21, 2016	Mt. Adams, Walnut Hills, Hyde Park, Mt. Lookout		669.9	510	(159.90)	(26.65)	(4)
November 28, 2016	Corryville, The Heights, CUF, Bond Hill, Paddock Hills, Roselawn	Sayler Park	761.45	510	(251.45)	(41.91)	(7)
December 5, 2016	Clifton, 1/2 Columbia Tusculum, 1/2 East End, Beechmont Levee		599.04	510	(89.04)	(14.84)	(2)



## Greenspace and Neighborhood Cleaning

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	Number of Sites	Visits Completed	Visits Required (annually)	% Visits Completed
EVANSTON	13	29	33	87.9%
SPRING GROVE VILLA..	8	16	22	72.7%
CLIFTON	7	10	16	62.5%
HARTWELL	17	30	55	54.5%
MOUNT WASHINGTON	11	14	31	45.2%
WALNUT HILLS	34	42	93	45.2%
WINTON HILLS	10	15	34	44.1%
COLLEGE HILL	11	17	40	42.5%
WESTWOOD	43	41	100	41.0%
MOUNT LOOKOUT	11	12	31	38.7%
NORTHSIDE	49	35	96	36.5%
BOND HILL	22	38	106	35.8%
CAMP WASHINGTON	19	20	57	35.1%
OAKLEY	24	31	94	33.0%
SEDAMSVILLE	21	21	64	32.8%
EAST WALNUT HILLS	7	7	22	31.8%
EAST WESTWOOD	8	9	29	31.0%
ROSELAWN	15	12	39	30.8%
CARTHAGE	16	5	21	23.8%
KENNEDY HEIGHTS	6	5	21	23.8%
MADISONVILLE	35	23	98	23.5%
COLUMBIA TUSCULUM	13	9	39	23.1%
CORRYVILLE	5	3	16	18.8%
PLEASANT RIDGE	6	3	16	18.8%

	Number of Sites	Visits Completed	Visits Required (annually)	% Visits Completed
CUF	37	15	89	16.9%
RIVERSIDE	44	29	188	15.4%
SOUTH CUMMINSVILLE	9	6	39	15.4%
LINWOOD	49	54	359	15.0%
MOUNT AIRY	10	6	46	13.0%
LOWER PRICE HILL	27	9	81	11.1%
WEST END	53	24	221	10.9%
UNIVERSITY HEIGHTS	4	1	10	10.0%
SAYLER PARK	29	6	77	7.8%
AVONDALE	4	1	17	5.9%
HYDE PARK	21	3	64	4.7%
QUEENSGATE	23	16	346	4.6%
MOUNT AUBURN	35	2	59	3.4%
OTR	66	3	96	3.1%
PADDOCK HILLS	9	2	68	2.9%
NORTH FAIRMOUNT	13	1	37	2.7%
EAST END	30	2	78	2.6%
WEST PRICE HILL	26	2	82	2.4%
SOUTH FAIRMOUNT	11	1	62	1.6%
EAST PRICE HILL	30	1	102	1.0%
CALIFORNIA	1	0	1	0.0%
CENTRAL BUSINESS DI..	32	0	50	0.0%
MILLVALE	1	0	2	0.0%
MOUNT ADAMS	16	0	43	0.0%
NORTH AVONDALE	2	0	4	0.0%
PENDLETON	15	0	35	0.0%
Grand Total	1,008	631	3,429	18.4%



## Greenspace and Neighborhood Cleaning

Safer Streets

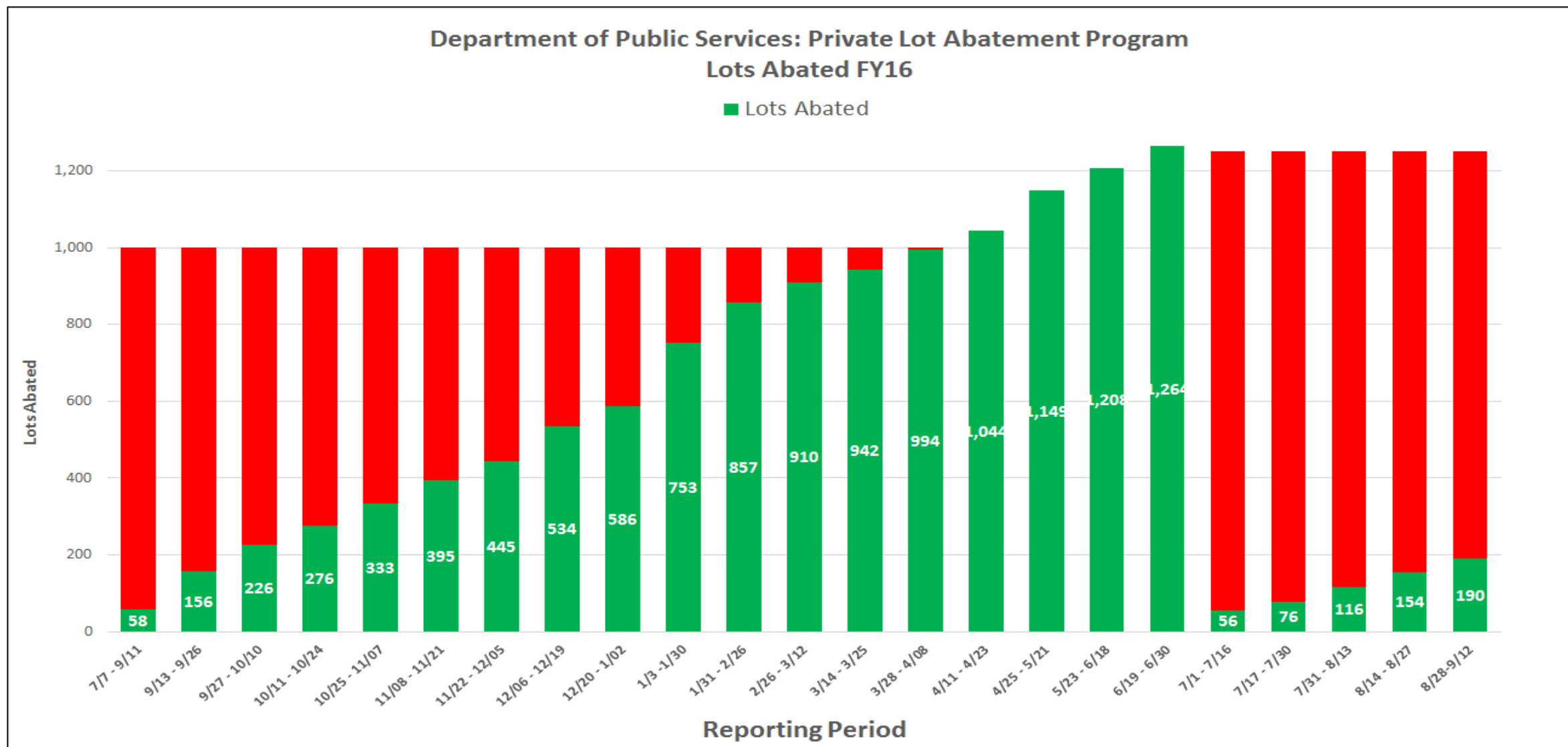
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## Private Lot Abatement Program

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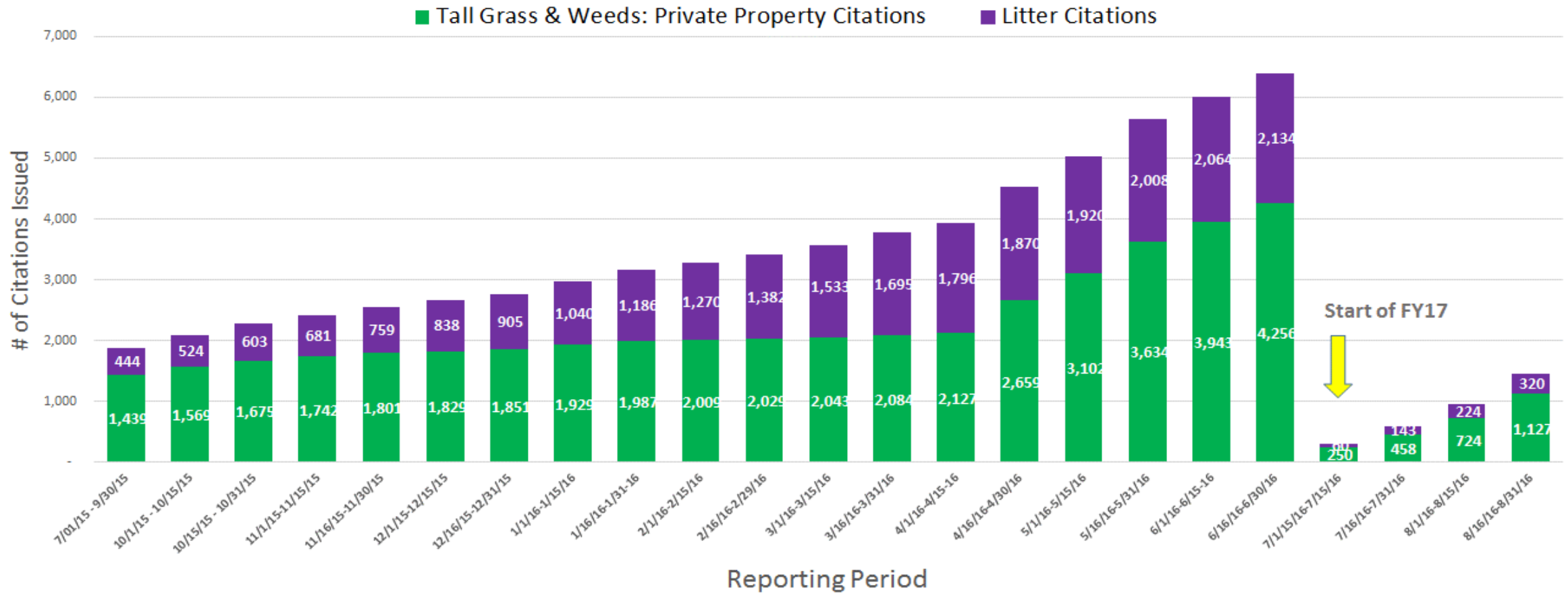
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## Department of Public Services: Code Enforcement FY2016 Private Lot Abatement Program: Total Citations Issued



### Objective: Private Lot Abatement Program

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# Private Lot Abatement Program

## FY2017 Revenue

FY 2017 PLAP Revenue Collection By Category & Month						
	Lot Abatement Fines (#8413)	Service Fees (#8784)	Assessments (#8916)	Total (per month)	YTD Total	Prior YTD Total (FY16)
July	\$75,095.43	\$602.27	\$0.00	\$75,698	\$75,698	\$49,257
August	\$76,359.23	\$4,319.98	\$0.00	\$80,679	\$156,377	\$114,764
September				\$0	\$156,377	\$166,528
October				\$0	\$156,377	\$209,396
November				\$0	\$156,377	\$252,595
December				\$0	\$156,377	\$304,237
January				\$0	\$156,377	\$342,649
February				\$0	\$156,377	\$396,347
March				\$0	\$156,377	\$451,666
April				\$0	\$156,377	\$510,020
May				\$0	\$156,377	\$579,650
June				\$0	\$156,377	\$698,751

FY 2017 PLAP Revenue: FY17 v. FY 2016 (YTD)				
	Lot Abatement Fines (#8413)	Service Fees (#8784)	Assessments (#8916)	Total
FY 2016	\$103,557	\$607	\$10,600	\$114,764
FY 2017	\$151,455	\$4,922	\$0	\$156,377
Revenue Increase	\$47,898	\$4,315	(\$10,600)	\$41,613

FY 2017 PLAP: Citation Revenue vs. Revenue Goals				
Lot Abatement Fines (#8413)	Budgeted Revenue Goal	FY 2017 Revenue	FY 2017 Projection	To Reach Goal
	\$600,000	\$151,455	\$908,728	\$448,545



**Objective: Private Lot Abatement Program**

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# PLAP-related Collections Efforts

	FY 2015	FY2016	Jan	Feb	Mar	Apr	May	Jun	Jul
Law Collections-PLAP Fines, CMC 714 and 731									
Avg. age of fines at time of referral to law	112	46	153	182	124	43	42	47	46
# citations referred to Law for collection	6,366	603	864	249	924	194	852	798	603
\$ citations referred to Law for collection	\$10,009,620	\$1,171,342	\$1,307,608	\$429,838	\$1,657,231	\$307,129	\$1,864,975	\$1,301,431	\$1,171,342
# citations collected by Law	328	52	11	23	48	34	41	60	52
\$ citations collected by Law	\$140,883.00	\$15,582.00	\$5,148.00	\$10,524.00	\$18,575.00	\$19,770.00	\$22,555.00	\$29,353.00	\$15,582
Avg days between Law referral and payment (all payments)	515	361	533	688	644	448	344	410	361
Avg days between offense date and payment (all payments)	674	482	660	855	780	608	503	598	482
# referred to Outside Collection Firms	2,244	1,141		325	127	122	252	956	1,141
\$ referred to Outside Collection Firms	\$2,603,021.00	\$1,500,339.00		\$245,156.00	\$220,238.00	\$206,988.00	\$326,669.00	\$1,306,080.00	\$1,500,339
Avg age (days) once referred to Outside Collection Firms	446	432		633	249	275	491	411	432
# total outstanding that has not been referred to Outside Collection Firms	4,372	569	657	110	670	138	735	713	569
\$ total outstanding that has not been referred to Outside Collection Firms	\$6,617,715.00	\$1,083,780.00	\$972,471.00	\$134,800.00	\$1,130,423.00	\$178,404.00	\$1,528,050.00	\$1,121,338.00	\$1,083,780
\$ referred to Outside Collection Firms	\$2,603,021.00	\$1,500,339.00		\$245,156.00	\$220,238.00	\$206,988.00	\$326,669.00	\$1,306,080.00	\$1,500,339
\$ Received from Outside Collection Firms (total minus their % charge)	\$221,930.00	\$21,025.00	\$18,821.00	\$21,198.00	\$21,311.00	\$11,379.00	\$17,528.00	\$25,702.00	\$21,025



## Private Lot Abatement Program

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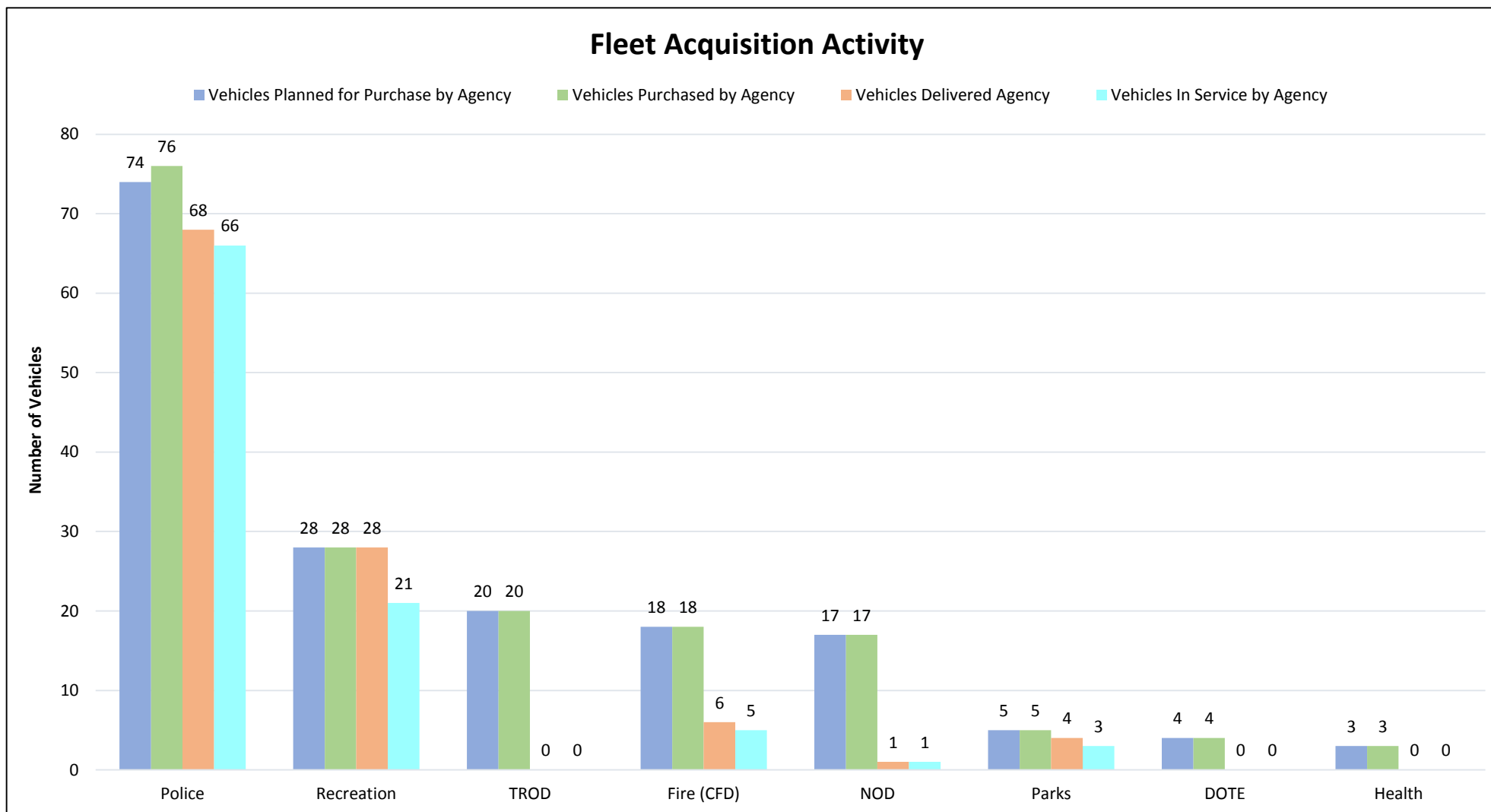
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## Fleet Procurement

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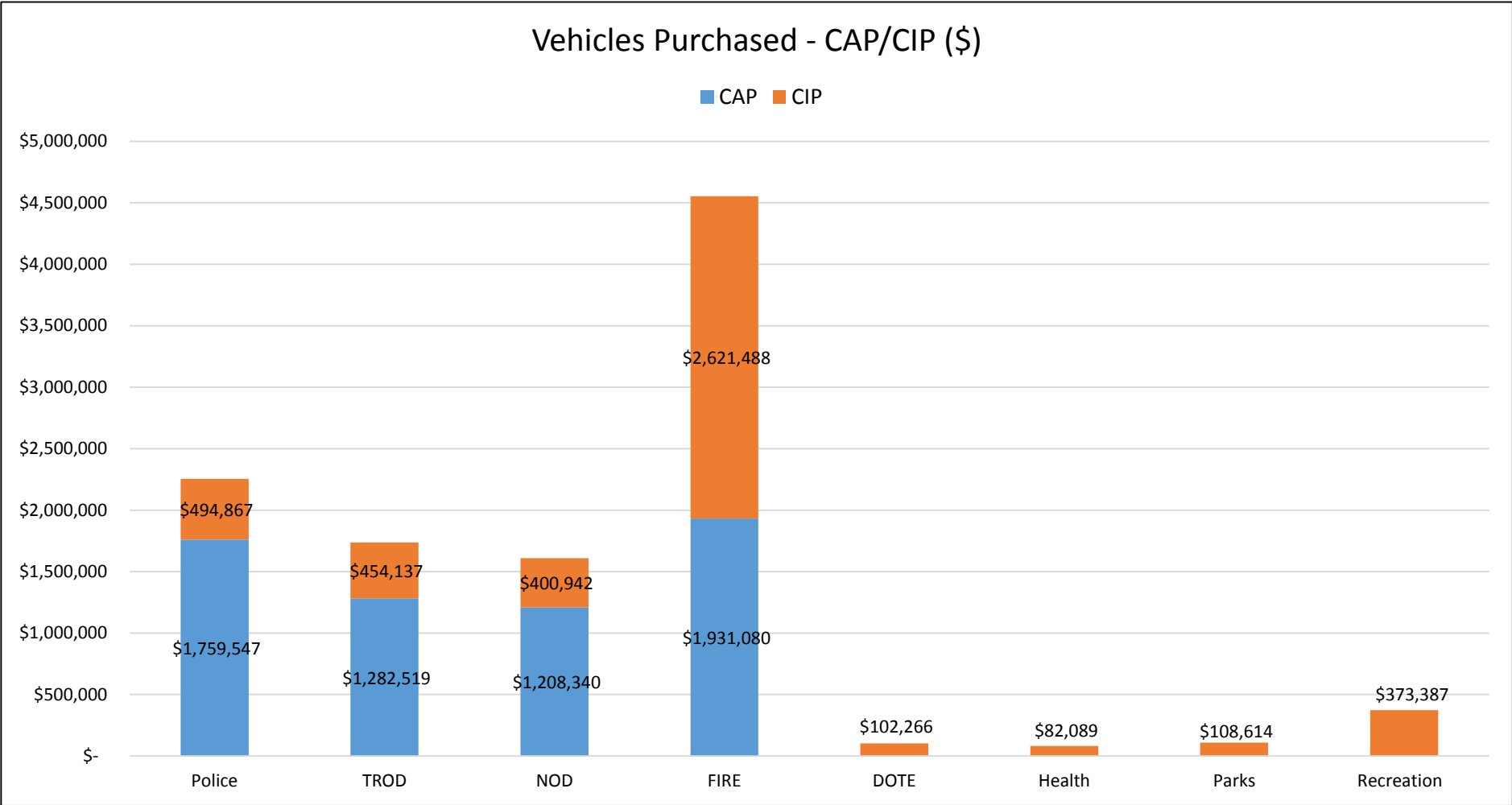
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# Objective: Fleet Procurement



Fleet Procurement

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# Winter Ops Preparation

<b>Total Vehicles</b>	<b>104</b>
<b>Status</b>	<b># of Vehicles</b>
Checked	19
Not Checked	85
Ready	4
Retiring	15
On Order	19

<b>NOD</b>	
Vehicles	7
Overdue	3
<b>Winter PM</b>	
Ready	0
In Progress	0
Not Checked	7

<b>TROD</b>	
Vehicles	87
Overdue	39
<b>Winter PM</b>	
Ready	4
In Progress	19
Not Checked	64

<b>Loader</b>	
Vehicles	6
Overdue	1
<b>Winter PM</b>	
Ready	0
In Progress	0
Not Checked	6

<b>MSD</b>	
Vehicles	4
Overdue	0
<b>Winter PM</b>	
Ready	0
In Progress	0
Not Checked	4

	Vehicles	Overdue	Checked	Ready	Not Checked
Pickup Truck	20	5	0	0	20
Contractor Dump Truck	11	3	3	1	8
Single Axle Dump Truck	57	21	10	3	47
Tandem Axle Dump Truck	15	5	6	0	9
Tandem Axle Brine Truck	4	2	0	0	4
Single Axle Brine Truck	10	6	0	0	10
Loader	6	1	0	0	6



## Fleet

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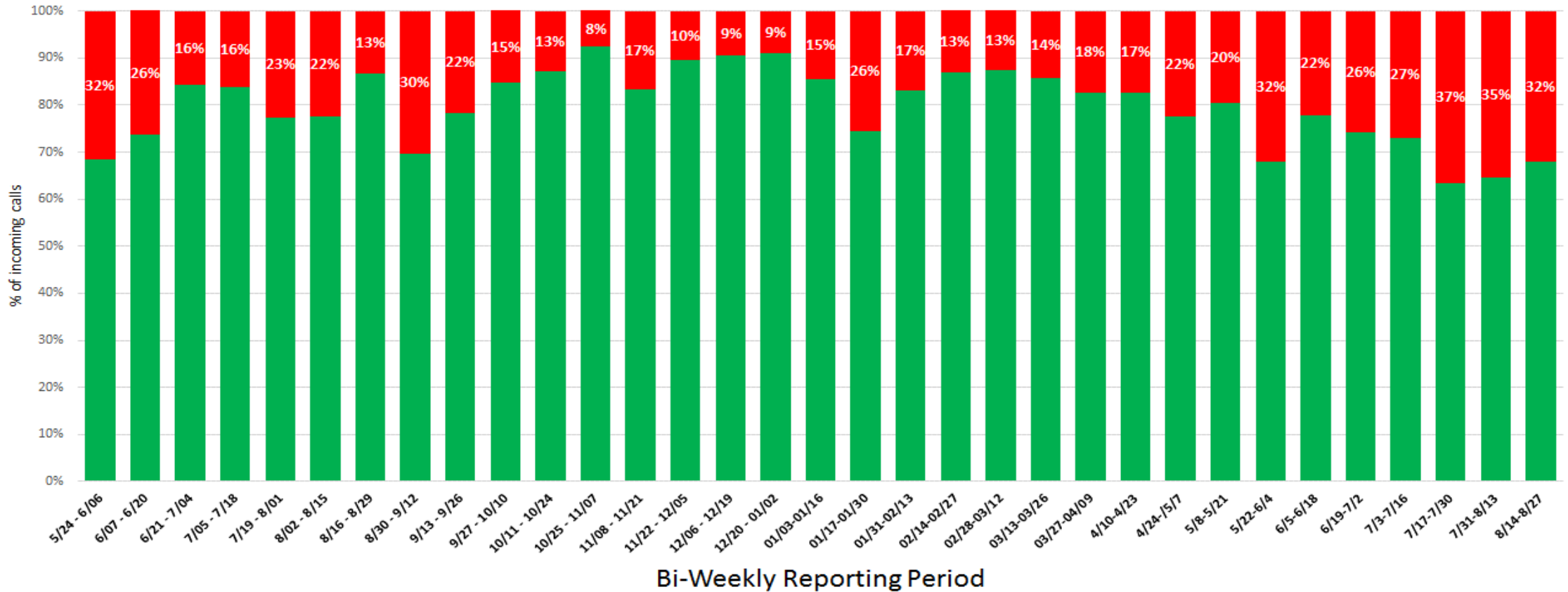
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## Department of Public Services: Customer Call Center Abandoned Call Rate (Over Time)

■ % of Calls Abandoned



### Customer Call Center

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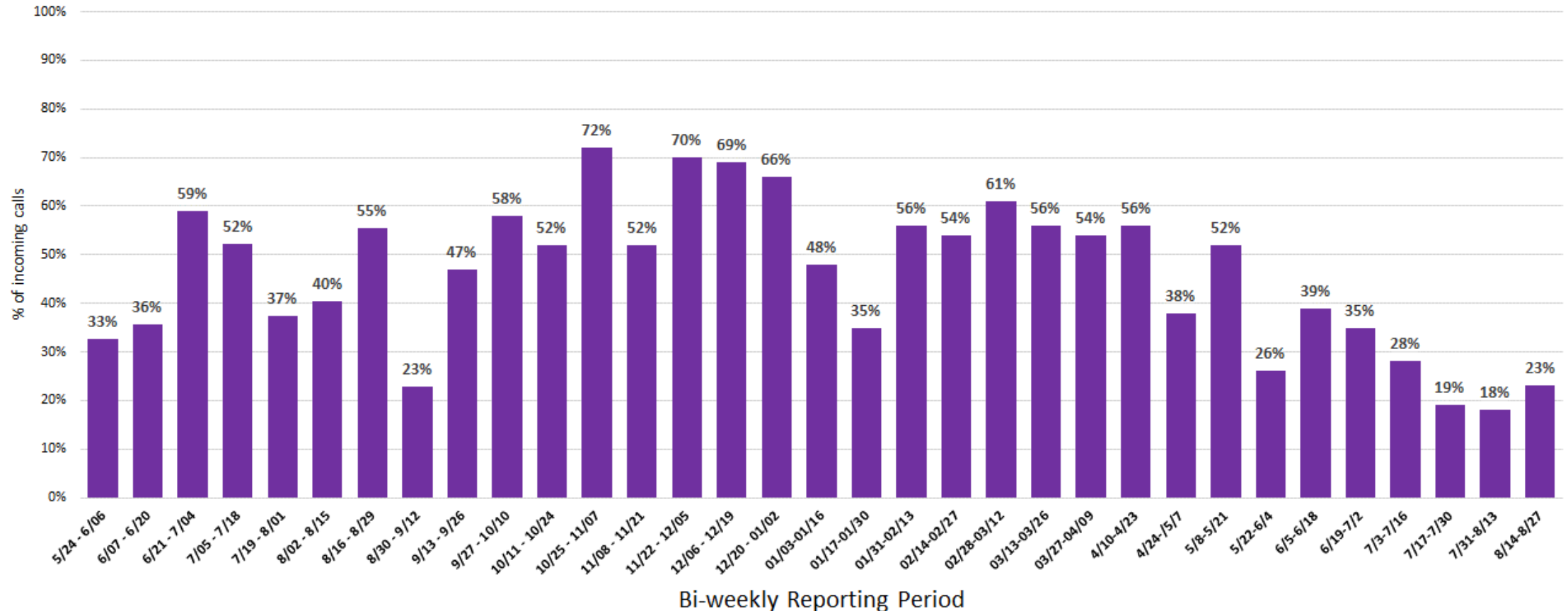
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## Department of Public Services: Customer Call Center

### % of All Calls Answered in 90 Seconds or Less



## Customer Call Center

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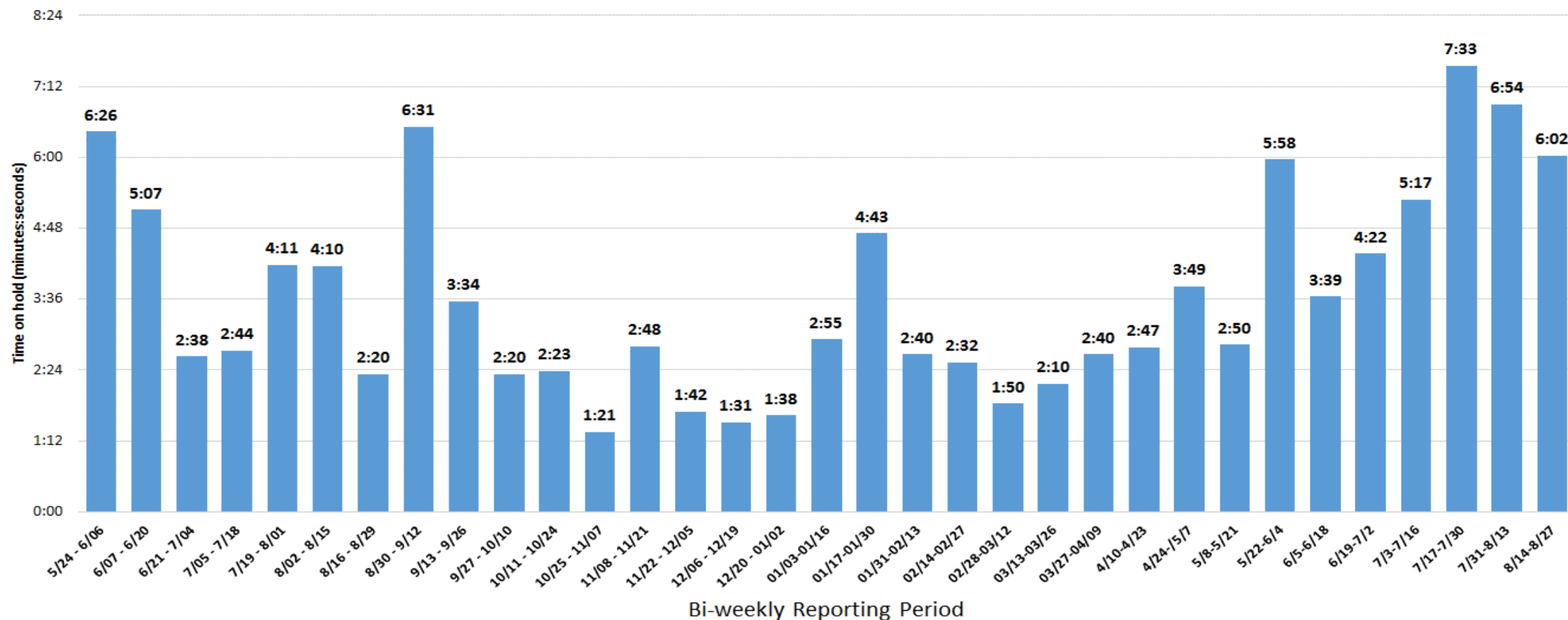
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## Department of Public Services: Customer Call Center Average Time Customers Spend on Hold



### Customer Call Center

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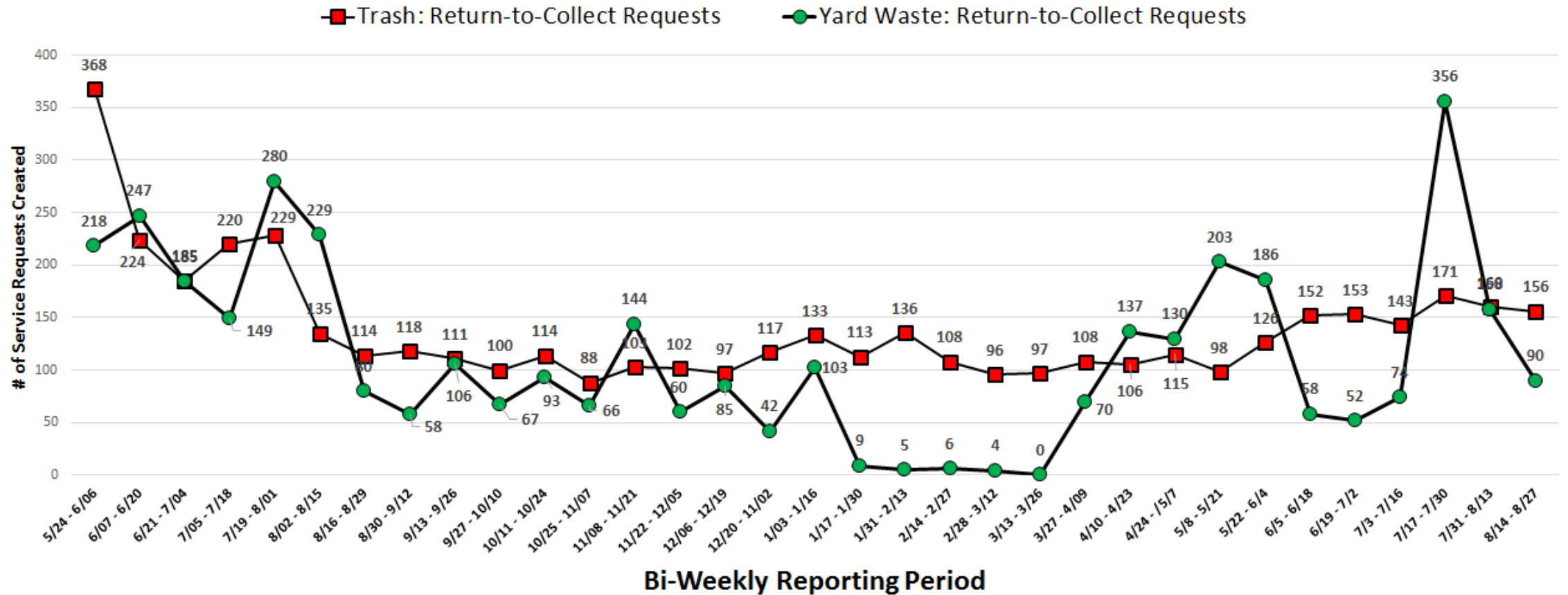
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## Department of Public Services: Neighborhood Operations Division Volume of "Return-to-Collect" Customer Requests Over Time



Customer Call Center

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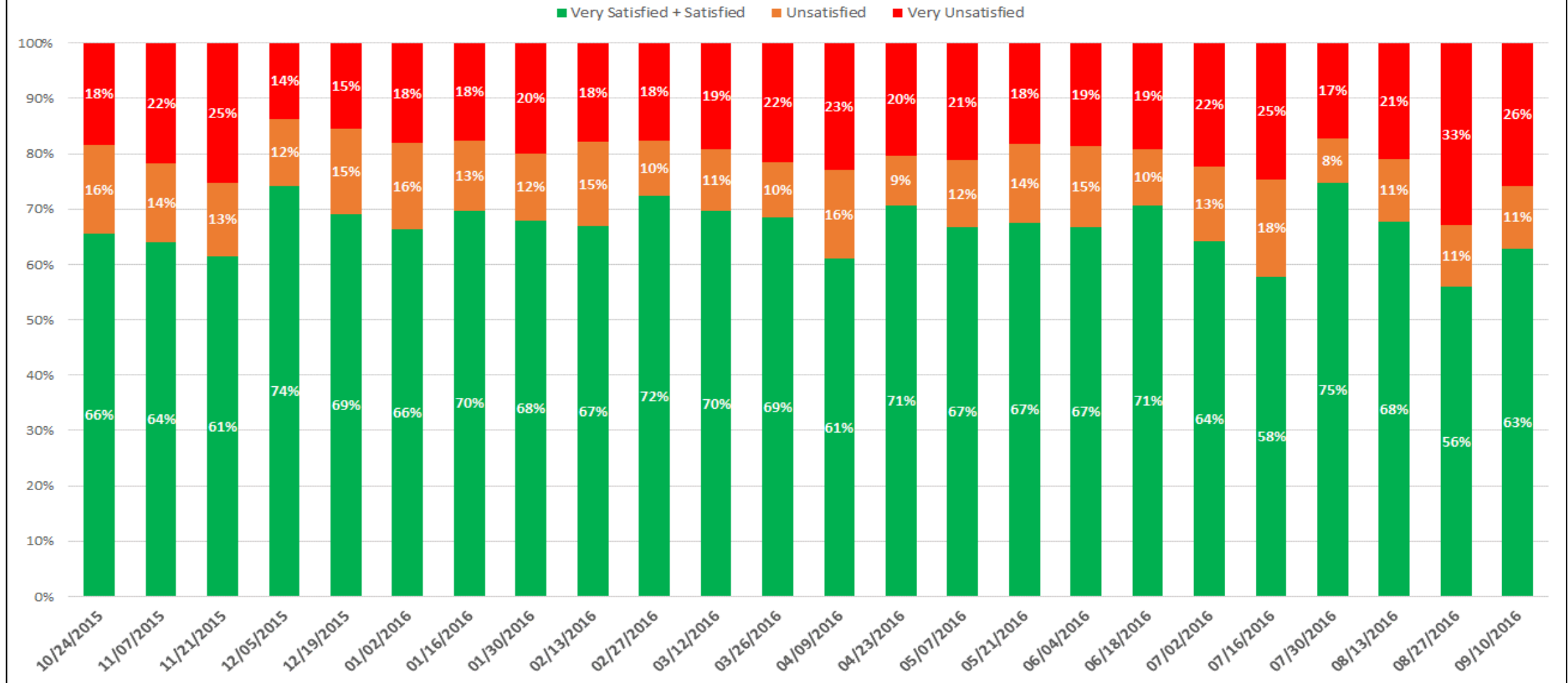
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## Department of Public Services: Overall Customer Satisfaction



### Private Lot Abatement Program

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# TENETS

Accurate & timely intelligence shared by all

Effective tactics and strategies

Rapid deployment of resources

Relentless follow-up and assessment